

Product Number: 2385.01.10  
2385.02.10

## DSL REMOTE ACCESS/REMOTE ACCESS COST CHARGE

---

**Effective Date:** July 01, 2008  
**Revision Date:** February 24, 2009  
**Version:** 001.1  
**Product Manager:** Brett Shaw  
**Phone:** 801-537-9090  
**E-mail:** [bshaw@utah.gov](mailto:bshaw@utah.gov)

DSL Remote Access for Telecommuters is a product designed for state employees who work from home on a regular basis. The DSL product offers a faster data connection than ISDN and provides business voice features on the same line. The DSL product is also designed to provide security for the business environment.

State telecommuters using DSL are connected directly to the State Network behind the State firewall—providing a secure and high performance data connection.

The DSL product, used as a State telecommuting business environment, offers more services than commercial DSL providers (see features below).

### Product Features and Descriptions

Feature	Description
Always-on Digital, High-Speed Direct Connection to the State Network	Data connection speeds: up to 856 kbps for uploads and up to 1.5-3.0 Mbps for downloads, depending on service level availability to your location.
Single Dedicated DSL Line	Simultaneous data and voice communications over a single line.
Secure, Business Class Telecommuting Environment	<p>MegaCentral is a high speed interface purchased by DTS through Qwest Communications. This service connects multiple DSL subscribers to the MegaSubscriber service located at DTS and is connected to Qwest via a dedicated point-to-point connection.</p> <p>At no time does State data traffic traverse the public Internet.</p> <p>Intrusion detection and prevention.</p> <p>Perimeter firewall blocks damaging Internet traffic.</p> <p>VPN is not required for security.</p>
Content Filtering	Internet content filtering for State business environment.
Business Voice Features	<p>List number: Agency, division or group name can be specified to display on call recipients' caller ID.</p> <p>Choice of three business voice features:</p> <ul style="list-style-type: none"> <li>• Call forwarding</li> </ul>

	<ul style="list-style-type: none"> <li>• Three-way calling</li> <li>• Custom ring (useful for FAX machines)</li> <li>• Caller ID</li> <li>• Call transfer</li> <li>• Call waiting</li> </ul>
Long Distance Charges	Data connections do not accrue long distance charges. Voice calls will incur long distance charges.
DSL Modem	DTS replacement support.
Optional Features	Wireless access to the DSL Modem Four-port hub using Odyssey Client.

### Features Not Included

Feature	Explanation
Service Availability	DSL service is not available in all Utah geographic areas. DTS and Qwest will qualify DSL availability at your location when an order is placed. If the service is not available, the DSL order will be cancelled.
Other Phone Line Services	Other services may be added to the DSL line at add-on costs—e.g., Toll-Free 1-800, Voice Mail, etc., negotiated cost.

### Rates and Billing

Feature	Description	Base Rate
DSL for Telecommuter	Phone line and DSL features	\$90.00 per month
Qwest Line, Jack Installation, and DSL Activation.	Qwest one-time charge. May vary depending on location and vendor promotions. On-site jack installation (if required).	\$ 59.00 (Approximately)  \$ 99.00
On-site DTS Configuration and Installation of Modem, System Check and Customer Instruction.	One-time charge.	\$100.00
Telephone with Speaker Capability.	Optional one-time charge.	\$50.00
Wireless Access to the DSL Modem.	Optional one-time charge.	\$20.00
Four-port Hub	Optional one-time charge. DTS technician can install during initial on-site installation at no additional cost.	\$67.76
Odyssey Client Software	Wireless access to State network.	<a href="#">See Price List</a>

## Ordering and Provisioning

To order DSL please submit a completed order form from the following DTS web site:  
<http://its.utah.gov/productsservices/datanetwork/telecommuterprods/dsl/dsl.htm>

Please select the DSL Order Form.

## DTS Responsibilities

Installation and maintenance support.

For optional Wireless Access to the DSL Modem, DTS is responsible for providing Odyssey Client configuration instructions for use on the State Network.

To ensure the security of information technology resources, DTS may block telecommuters' access to the State WAN (Wide Area Network) when trouble-shooting security issues.

## Agency Responsibilities

The customer is responsible for adhering to their agency's policies and procedures in submitting orders that have been properly approved.

The customer's agency LAN Administrator is responsible for setting up each telecommuter's PC or laptop with software required to access the agency LAN and other business software required by the Telecommuter.

DSL telecommuters are responsible for complying with the State Acceptable Use Policy and the State Information Security Policy.

To ensure the security of the DTS network the wireless implementation should include the Odyssey Client.

For optional Wireless Access to the DSL Modem, the telecommuter is responsible for ensuring their laptop is 802.11 capable by having an 802.1x compliant wireless adapter or built-in capability—and loaded with up-to-date adapter driver and firmware.

For optional Wireless Access to the DSL Modem, the telecommuter or LAN staff is responsible for installing and properly configuring the Odyssey Client on their laptop.

## GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](http://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

**Incident Response and Resolution Targets**

<b>Time to Initial Response Targets</b>	<b>% Tickets</b>	<b>Total Time to Resolution Targets</b>	<b>% Tickets</b>
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

**Customer Satisfaction Surveys and Reporting**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

**Customer Satisfaction Targets**

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied